

Interoperability Comment

I am a satisfied user of Sorenson VRS. I choose to use Sorenson VRS because of their high quality interpreters and superior technology including the Sorenson VP-100 videophone. It is reasonable for Sorenson to limit use of its VP-100 to their VRS service since they developed the technology and installed it for my use for free. I understand that I am free to use other VRS providers with other videophone equipment that I might have, but I choose to use Sorenson VRS because of the better experience they provide me.

In my opinion, requiring interoperability of video equipment would reduce the amount of innovation that is introduced by VRS providers and ultimately less functional equivalency. There would be little incentive for VRS providers to develop more functionally equivalent solutions if they had to provide their improvements to competing providers. Please do not implement an interoperability requirement for VRS equipment.

Speed of Answer Comment

I choose to use Sorenson VRS because of their high quality interpreters and superior technology including the Sorenson VP-100 videophone. I fear that if the FCC imposes a speed of answer requirement that the quality of VRS will decrease and Sorenson's 24/7 operations would be reduced. I would rather have the freedom of choice to choose a higher quality experience with longer hold times than be forced to have quicker answer times with lower quality interpretation and/or reduced hours and poor video quality. Please do not implement a speed of answer requirement at this time.

My final remarks are with regard to allowing qualified interpreters to interpret in Spanish as well as English. Most federal agencies, such as the Internal Revenue as well as the Social Security Administration, offer an option of Spanish or English to any who wish to contact them by phone. Equal access should be offered to deaf or hard of hearing callers who use VRS services. Since, VRS is currently governed by the FCC, a federal program, then it should likewise be accessible.